



Quality Council
Monday, November 24, 2003
3:30-5:00 p.m.
Conference Room 6A, Exchange Building
821 Second Avenue, Seattle WA 98104

Members Attending:

Ron Sterling, Chair
Eleanor Owen
Frank Jose
Alice Howell
Steven Collins
Kali Henderson
Christine White

Staff Present:

Lisbeth Gilbert
Melisande Noe

Guests:

Kelli Nomura
Lisa Floyd

I. CALL TO ORDER

Chairman Ron Sterling called the meeting to order at 3:37 p.m.

II. INTRODUCTIONS

Meeting participants introduced themselves.

III. PREVIOUS MEETING NOTES APPROVAL

Members read and approved the previous meeting notes.

IV. ANNOUNCEMENTS:

Ron said that Howard Miller is at home recovering from surgery and doing well.

Ron urged all present to visit the website for the Advocacy Center for Mental Health and Substance Abuse, as it is a valuable resource (www.wamentalhealth.com)

Kali Henderson distributed a document stressing the importance of reducing paperwork.

The issue of posting meeting notes on the Division website was brought up, with Lisbeth agreeing to work on it.

V. UPDATE ON RSN INTERNAL RECOVERY COMMITTEE – Lisa Floyd

Lisa Floyd explained that the committee's goal is to achieve a plan that incorporates principles of recovery and all aspects of a client's life. Among the values named were active ownership of recovery, recognizing recovery as an ongoing process, acknowledging a consumer's strengths and assets, and a definition of how personal recovery moves forward. Topics such as the providers' focus on recovery, intergrating more people from the recovery conference into the committee, and involvement of major Northwest employees were discussed.

VI. REVIEW OF COMPLAINTS, GRIEVANCES AND FAIR HEARINGS REPORT

This was postponed to the January 2004 meeting.

VII. RECOVERY ORDINANCE

Lisbeth asked all present to look at the Third Quarter Report Card to revisit the requirements of the ordinance.

VIII. OTHER

The by-laws were accepted as written. The member application form was passed as written with one abstention.

IX. RSN UPDATE – Lisbeth Gilbert

This was not discussed.

X. FORUM PLANNING

The next NAMI Speaker's Forum is December 16 and features Seth Dawson and Kathy Gaylord. January 19, 2004 is NAMI-WA Lobbying Day in Olympia. The NAMI January forum has Sue Eastgard speaking on suicide.

XI. CLOSING

The meeting adjourned at 5:05 p.m.